



COVID-19

CONTINUITY OF OPERATIONS

This document outlines the City of Mason's continuity of operations during the state of emergency declared by Governor Whitmore under Executive Order No. 2020-4. Executive Order 2020-42 and subsequent Orders 2020-59, 2020-70, 2020-77, 2020-92 prohibits businesses or operations to operate a business or conduct operations that requires workers to leave their homes except to the extent those workers are necessary to sustain or protect life (*i.e.*, critical infrastructure workers) or to conduct minimum basic operations.

City Hall will be open to the public, that are willing to wear masks and have a Customer Service issue, starting Monday, June 15, 2020, Monday thru Thursday, 9 a.m. to 3 p.m.

CITY CLERK, CUSTOMER SERVICE, AND FINANCE

Customer Service Specialists will be available Monday thru Thursday 9 a.m. to 3 p.m. by phone 517.676.9155, email at info@mason.mi.us, or request action [here](#). The Customer Service Specialists are available to answer any questions or concerns. Administrative offices will be closed on FRIDAYS.

Freedom of Information Act (FOIA) requests will still be accepted. Requests for public records must be submitted in writing using the FOIA request form found [here](#). Requests may be sent via email to foia@mason.mi.us, fax 517.676.1330, or mail: City of Mason, Attn: FOIA Coordinator, 201 West Ash Street, Mason, MI 48854. All responses will be sent through email unless an email is not provided then it will be sent by U.S. Mail.

Payment inquiries will be handled by phone, 517.676.9155 or email info@mason.mi.us during normal business hours. Payments can be made by mail, [online](#), by phone (833.699.7827), in person, or can be dropped off in the drop box located outside of City Hall, 201 West Ash Street, Mason, MI 48854.

- No water shutoffs will occur during this public health emergency in order to reduce the spread. Water bills will be sent out as regularly scheduled and can be paid with any options referenced above.
- Delinquent personal property taxes can be paid by mail, in person, or at the drop box. To get an updated amount due, please call 517.676.9155 or email info@mason.mi.us. For delinquent real property taxes please contact the Ingham County Treasurer's office at (517) 676-7220 or visit [here](#) for more information.

Rental of City owned facilities, including City Hall, have been cancelled through Thursday, October 1, 2020. The City will take no rental requests during this time.

Trash, Recycling, and Yard Waste Collection is provided to City residents by Granger. Trash, recycling, yard waste and bulk item pick-up has all returned as normal service. More information can be found [here](#).

Compost Center for leaves and grass clippings is available by calling ahead to make an appointment with Customer Service at 517.676.9155. Appointment times are available, Monday thru Friday, 7:30 a.m. to 3:00 p.m.

Vendors will be paid without disruption. Checks will not be able to be picked up at City Hall; they will be mailed via USPS.

FACILITIES, MEETINGS AND EVENTS

City Hall will be open to the public, that wear masks, starting Monday, June 15, 2020, Monday thru Thursday 9 a.m. to 3 p.m.

Other **City Buildings** have been closed to the public from Monday, March 16, 2020 until further notice.

The in person **Public Meetings, Events and Programs** occurring in City facilities have also been canceled from Monday, March 16, 2020 until further notice. All required meetings will take place via Zoom.

All rentals of City Spaces have been canceled from Monday, March 16, 2020 through Thursday, October 1, 2020. No future rentals will be considered at this time.

All **Community Special Events** that are utilizing City space, including City streets, have been canceled. No new requests will be considered at this time for events that don't meet the current requirements from the State.

FIRE

Essential **Fire Services** will be provided and maintained 24/7. **In an emergency, please call 911.**

Burn Permits are being issued for Aurelius Township, Vevay Township, and City of Mason residents by calling Customer Service, 517.676.9155, during current business hours (Monday thru Thursday 9 a.m. to 3 p.m.). Recreational fires are permitted as long as existing guidelines are being followed.

POLICE

Essential **Police Services** will be maintained 24/7. **In an emergency, please call 911.**

Non-Emergency Police inquiries should be directed through 517.676.2458. These calls will be handled on a case-by-case basis, with officers following up in person for some cases and following up by phone whenever possible. The following non-essential police services will be suspended:

- Walk-In Polybutylene terephthalate (PBT) Reporters
- Employment Fingerprinting
- License to Purchase a Pistol
- Public Relations Activities and Presentations
- Drug/Medication Take Back Program
- Car Seat Safety Inspections
- VIN and Salvaged Vehicle Inspections

If there is a need to interact with Law Enforcement, a new designated parking space is available. This allows a Citizen to remain in his/her vehicle, call the number posted, and an Officer will come out this space. This parking space is located near City Hall on the East side of the building, near S Park Street.

PUBLIC WORKS (Cemetery, Parks, Public Works, Wastewater, Water)

The **Cemetery** remains open and all cemetery services will continue to be provided (burials, lot purchases, foundation orders) by contacting 517.676.9155 or find information [here](#).

Parks are now open; however, restrooms are closed due to concerns for public health. All rentals have been cancelled for parks through Thursday, October 1, 2020.

Public Works Services will be fully staffed and working normal hours; however, they will have limited face to face contact. Community members can contact 517.676.9155 Monday thru Thursday 9 a.m. to 3 p.m. or request action [here](#).

- The following non-essential services have been suspended:
 - In-home appointments
 - Water testing
 - Meter setting

Our **Wastewater and Water Treatment** Plants will be operating 24/7. The plants have been restricted to no public access and limited to essential staff only.

PLANNING, ZONING, BUILDING & CODE ENFORCEMENT

Staff will continue to work on Planning projects such as the Library and Parks. Public meetings will either be postponed until further notice or be scheduled using technology for remote participation.

Building Services will continue to accept permit applications. You may obtain a permit application on-line [here](#), please include all required documents with a check payment and return by mail or in the City's drop box outside City Hall. Please call 517.676.9155 with any further questions.

Information about Mechanical, Electrical, Plumbing permit applications is available through the State of Michigan – [click here](#).

Zoning applications will not be accepted until August due to reduced schedules. Prospective applicants for typical zoning reviews are encouraged to contact Customer Service by phone 517.676.9155 or email info@mason.mi.us.

Code Enforcement Services will continue to accept complaints by phone Monday thru Thursday 9 a.m. to 3 p.m. at 517.676.9155 or request action [here](#). Due to limited staff hours, cases will be prioritized by health and safety risk.

UPDATED 7.6.20